Infinite Campus has provided the following information regarding an attendance issue that has been identified by some Kentucky districts.



**Please alert all users in your district responsible for entering attendance in Infinite Campus.**

**ISSUE ALERT:**

Infinite Campus Support has received reports that attendance clerks are unable to enter in absences and check in/out records for some students through the student's attendance tab. User Path: Student Information>General>Attendance>New

**Fix:**

Infinite Campus has finished investigating the source of the issue. Infinite Campus can confirm that if students are rostered into one or more courses that start with a zero, contain no alphanumeric characters, and also contain a decimal point, entering in attendance on the student's attendance tab is not functioning.

Infinite Campus is working on an emergency fix to be applied as soon as possible and will be coordinating this update with KDE. An additional communication will be sent once the update has been scheduled.

As always, if you are experiencing an issue with Infinite Campus, please submit a support case. If it needs immediate attention, please follow up your case submission with a phone call to Campus Support.

Infinite Campus, Inc. | 4321 109th Ave NE | Blaine, MN 55449
Campus Support 1-888-461-2004 (for Authorized Support Contacts)

campus/gm